

HOW TO USE  
THE SERVICES ASSOCIATED  
WITH THE OPERATION OF THE VEHICLE

**INFORMATION  
FOR THE VEHICLE  
USER**

# INFORMATION FOR THE VEHICLE USER

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LET'S DRIVE TOGETHER





**CONGRATULATIONS ON YOUR NEW VEHICLE,  
ALD AUTOMOTIVE SLOVAKIA S. R. O. WISHES YOU A PLEASANT  
AND SAFE DRIVING. WE BELIEVE THAT YOU WILL BE SATISFIED  
NOT ONLY WITH THE VEHICLE, BUT ALSO WITH OUR SERVICES.  
WE WILL DO OUR BEST TO ENSURE THAT.**

## INSTRUCTIONS

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The following information will allow you to trouble-freely use the services associated with the operation of the vehicle, which are guaranteed by a contract concluded between ALD Automotive Slovakia s. r. o. and your employer.

We ask you to strictly observe the instructions and guidelines that are listed in the fol-

lowing „Information for the vehicle user“, or in the user manual provided by the manufacturer, so as to avoid any possible misunderstanding or potential damage.

Please note that as a driver you are required to keep the car in a state corresponding to fair wear and tear and meeting all technical and legal conditions of operation.

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## TAKE OVER OF THE VEHICLE

When taking over the vehicle, you will receive:

- 7 Certificate of delivery and acceptance of the vehicle
- 7 Vehicle registration certificate
- 7 Vehicle operation and maintenance manual
- 7 Service book
- 7 Keys to the vehicle
- 7 Mandatory vehicle equipment
- ! Before signing the certificate of delivery and acceptance of the leased item, make sure you have received all items listed, and that the vehicle is without any defects or damage. If the fault cannot be remedied, please immediately notify ALD Automotive and do not accept the vehicle.

According to the scope of services agreed upon in the contract, you will also receive the following documents:

- 7 Certificate of the compulsory liability insurance (white card)
- 7 International motor insurance card (green card)
- 7 CCS / OMV / Shell / Slovnaft fuel card
- 7 List of contractual services, tire service
- 7 The list is located at the back of the Driver Set (QR Code Map of the Service Network) or at <https://servis.myald.sk>.
- 7 VPP of the insurance company. The list is located at the back of the Driver Set (QR Code Insurance Policy) or at <https://vpp.myald.sk>.
- 7 Two accident report

! Upon the returning of the vehicle (after the expiration of the lease term), you will need to return the documents; therefore, we ask that you store them carefully.



## OUR SERVICES

### Technical service (checks, maintenance, repairs)

Within the full-service program, ALD Automotive takes over all the costs for regular maintenance checks, maintenance and repairs associated with the usual wear and tear of the car.

**ALD Automotive is the owner and administrator of the vehicle, therefore, please note the following requirements:**

- 7 We urge you to carefully observe the maintenance check intervals and at the same time, according to the decree on the operation of motor vehicles, regularly check the condition of the vehicle before driving.
- 7 We recommend that you regularly check all fluid levels and the functionality of the

vehicle lighting (the check procedure can be found in the operating manual).

- 7 All maintenance and repairs shall be performed exclusively in contract service stations. The list of the contract repair shops is located at the back of the Driver Set (QR Code Map of the Service Network) or on <https://servis.myald.sk>. It is not allowed to perform any operation on the vehicle without the written consent of ALD Automotive.
- 7 You are obliged to report any failure of the speedometer or odometer to the technical department of ALD Automotive immediately. Also immediately request a repair at a contract service station.
- 7 The dates of repairs at the respective contract repair shops are to be telephonically arranged by the users themselves,

the service station is obliged to state the cost and repair time estimate. When handing the vehicle over, present yourself with the Driver Set. The contract service station is obliged to inform ALD Automotive telephonically of any repair of servicing prior to the works. The servicing and repair costs will be paid to the service station by ALD Automotive.

- 7 Should you fail to comply with the intervals of the mandatory maintenance, technical inspections or other regulatory requirements, ALD Automotive is not responsible for a potential bad condition of your vehicle.
- 7 Every time you leave the vehicle, you must activate all of the vehicle's safety systems.
- 7 Any loss of documents or cards immediately reports to the ALD Automotive Technical and Customer Service Department.
- 7 In case of theft or loss of a license plate, we ask you to provide a written notification, the police report of the theft, vehicle registration certificate and the certificate of liability insurance.
- 7 In case of the loss or theft of only one license plate, it is necessary to return the second plate; ALD Automotive will ensure

the issuance of new ones. After the replacement of license plates, ALD Automotive will provide the replacement of white and green card.

- 7 Neither the driver nor the contract repair shop is entitled to replace the license plate mounting pad, which is the property of ALD Automotive.

### Expenses not included in the technical services

The scope of services and tasks included in the technical services is specified in the lease contract. It includes all vehicle care in the usual course of operations, maintenance and repairs. The following operations are not included in the scope of technical services and are to be paid in cash, or ALD Automotive will subsequently re-invoice them to you:

- 7 Motor oil top-up in between regular service checks.
- 7 Car wash, cleaning and paint care, engine cleaning.
- 7 All adjustments to the vehicle.
- 7 Repairs of damage to the paint (rock chips, damage caused by corrosion).
- 7 Replacement of windshield, windows and headlights, if not covered by insurance.



## TIRE SERVICE

Within this service, ALD Automotive undertakes the expenses associated with the tire replacement and storage.

- 7 In the process of replacement, please adhere to the specified type and size of the tires (see services provided).
- 7 All servicing works shall be performed exclusively in contract tire shops. The list of the ALD Automotive contract tire shops is included at the back of the Driver Set (QR Code Map of the Service Network) or at <https://servis.myald.sk>.
- 7 Please have the tires replaced immediately upon noticing that the tread depth is lower than prescribed (the legal minimum limit is 1.6 mm for summer tires and 3 mm for winter tires).

- 7 The appointment for the tire replacement in the respective contract tire shop is to be arranged by phone by the users themselves.
- 7 We recommend the use of winter tires from October 15th, but not later than November 1st, and the use of summer tires by March 31st.
- 7 Prior to the tire replacement, present the Driver set to the contract tire shop (mileage, tread depth of the replaced/repared tire, reason – repair/replacement).

- ! Don't forget to make the appointment with the authorized tire shop at least 14 days before the requested replacement.

### Expenses excluded from the tire service

The range of services and works included in the tire service is specified in the Lease Agreement. The following operations are not included in the scope of the tire service and

are to be paid in cash, or ALD Automotive will subsequently re-invoice them to you:

- 7 Tire exchange before the stipulated limit of wear
- 7 Tire repair (defect, puncture, valve stem leak).



## ASSISTANCE SERVICES

For information on the active assistance service, you can find to the front of the Driver Set. It will depend mainly on you how you use these services. For each communication

with an assistant, always check the Driver Set. Costs exceeding the limits of the individual services provided are to be paid by your employer.



## ROAD TAX / LEGAL FEES / MOTORWAY TAX STICKER

If it is so agreed upon in the contract, ALD Automotive covers:

- 7 Road tax
- 7 Motorway tax sticker.

! Do not buy motorway tax sticker, ALD Automotive will manage registration of your vehicle to the online system.



## LIABILITY INSURANCE FOR DAMAGE CAUSED BY OPERATION OF A VEHICLE

(so-called compulsory insurance contract and green card). The insurance applies in the states listed in the green card.

### Procedure for issuing a claim to liability insurance for damage caused by operation of a vehicle:

If the user causes damage by operation of a vehicle, they are obliged to report this to the police immediately, have the event officially investigated and provide a copy of the police report or at least the reference number and the address of the police unit investigating the event.

- 7 In the case of a casualty or traffic accident, it is necessary to fill in the form "Traffic accident record" together with the counterparty. After both drivers sign the statement, each shall receive one copy of the record.
- 7 Report the event as soon as possible (within four working days) to the ALD Automotive Green line. Send the completed "Accident Statement" with the copy of the driver's licence of the person driving at the time of the accident to ALD Automotive, who will subsequently communicate with the insurance company. For this purpose, you can

also use the online form on the website <http://poistenie.aldautomotive.sk>.

- 7 If the respective insured event has not been investigated by the Police of the Slovak Republic, or if the event was not reported to ALD Automotive within the prescribed period, the insurance company may recover the costs up to the amount of the provided settlement. ALD Automotive will then be forced to re-invoice the amount to the lessee.

- 7 Please note that the above procedure is to be followed even in such an event such as a damaged windshield of another vehicle caused by a rock sent flying by the user's vehicle.
- 7 The aforementioned forms can be found in the documentation for the driver.

*Note: The respective forms must be completed in all respects and signed by all those involved in the traffic accident.*



## VEHICLE ACCIDENT INSURANCE

(covering damage from accidents, vandalism, elements and theft – does not include baggage or transported cargo).

The level of participation in damages is stated in the lease. The insurance is valid on the territory of Slovakia and the geographical territory of Europe.

### Procedure for dealing with an insured event.

- 7 In case of any damage to an ALD Automotive vehicle, regardless of whether the user, the third party, or an unknown perpetrator, etc. is at fault of the accident, it is necessary to report the incident to the Police of the Slovak Republic, have the event officially investigated and provide a copy of the police report or at least the reference number and the address of the police unit investigating the insured event.
- 7 In the case of a traffic accident, damage event, it is necessary to fill in the form "Traffic accident record" together with the counterparty. After both drivers sign the statement, each shall receive one copy of the record.
- 7 Report the insured event as soon as possible (within four working days) to the ALD Automotive Green line at 0800 222 200 and send the completed „Accident Statement“ with the copy of the driver's licence

of the person driving at the time of the accident to ALD Automotive, who will subsequently communicate with the insurance company. For this purpose, you can also use the online form on the website <http://poistenie.aldautomotive.sk>.

- 7 The aforementioned forms can be found in the documentation for the driver.

*Note: The respective forms must be completed in all respects and signed by all those involved in the traffic accident or damage event.*

### Important!

- 7 After becoming aware of theft, immediately contact the police and inform ALD Automotive. Then report the incident to the ALD Automotive Green line 0800 222 200 or via on-line form at <http://poistenie.aldautomotive.sk>. It is also necessary to return all keys (including their intact code labels) and other documents of the vehicle to ALD Automotive.

**!** Never leave keys, fueling cards, and related codes, documents, or personal belongings in the vehicle to minimize the risk of theft. Otherwise, your action on the part of the insurance company would be considered negligent and the insurer may reduce or reject insurance claims.



## LEGAL EXPENSES INSURANCE

If it is stipulated in the contract, ALD Automotive will arrange for this type of insurance (DAS).



## REPLACEMENT VEHICLE

If the replacement vehicle service is stipulated in the agreement, if need be, you can order such a vehicle through ALD Automotive.

ALD Automotive will provide a replacement vehicle of max. the same category as the lessee's immobile vehicle, unless stated differently in the contract. When renting the replacement vehicle, always present the ALD Automotive Driver set. When refuelling the

replacement vehicle, do not use the fuel card in any case, but pay for everything in cash and claim the expenses from your company. If you were involved in an accident with the replacement vehicle, the matter will be dealt with individually with the lessor of the vehicle.

! To make a reservation for a replacement vehicle, call the technical department of ALD Automotive.



## REFUELLING SERVICE

If it is agreed upon in the contract, you will receive the following fuel cards:

**OMV**

**CCS**

**Shell**

**Slovnaft**

These fuel cards can be used for cashless purchase of fuel, oil and for the car wash services. Please immediately after refuelling, inform the cashier that you are a holder of a fuel card. The costs incurred will be dealt with by the respective petrol station directly with ALD Automotive.

! When entering your PIN code on the electronic cash register system, also enter the current odometer reading!

If you want to refuel the replacement vehicle, do not use the fuel card, but pay in cash and claim the expenses from your company.

Shortly after receiving the vehicle, your fuel cards will be issued. Until then, please pay for fuel in cash and claim the expenses from your company.

In case of loss, immediately have the fuel card blocked by the company that issued it:

**OMV** tel.: **+421 250 250 130**  
e-mail: **info.omvcardnfc@omv.com**

**CCS** **Hotline: +421 258 280 600**  
fax.: **+421 258 280 665**  
e-mail: **ccs@ccs.sk**

**Shell** **Hotline:**  
**0800 164 379** (in Slovakia)  
**+48 123798020** (from abroad)

**Customer ID Account ALD:**  
**SK10016157**

(You will need this number for each call to the Shell customer care center. By this you will identify yourself as a holder of the euroShell Card).  
e-mail: **karty-customer-care-sk@shell.com**

**Slovnaft** tel.: **+421 258 595 212**  
e-mail: **linkapomoci@slovnaft.sk**

At the same time, please notify the technical and customer service of ALD Automotive by phone or mail so that a new card can be issued. A damaged fuel cards will be replaced through the customer care department of ALD Automotive. The costs associated with blocking and issuing new cards will be re-invoiced to you.



## STAY ABROAD

**Repairs:** There may be cases when you need to arrange for a repair. If possible, have the repair performed at an authorized service center. If you have to pay for the services, always request the original invoice. Be sure to use the assistance services as much as possible (on-site repair, towing, accommodation, etc.).

**Towing:** Our company does not reimburse for any expenses associated with towing. These costs may be covered only by an assistance service or an accident insurance of the vehicle.

**Insurance:** Validity of the insurance contract is limited to the territory of Europe (see the enclosed General insurance conditions). If there is no extension of the contract of insurance, there is no protection in non-European countries, such as the Asian part of Turkey. In addition, the compensation shall not apply to damages caused by a rebellion, civil disorder in the country, acts of war and earthquakes.

**Damage caused by an accident:** is governed by the laws of the country. Insurance schemes significantly differ from each other depending on the country. Laws and procedures in the claims management in the Slovak Republic may not be in concordance with the laws and practices of the respective country and therefore you might not be entitled to receive the compensation. This is especially true for a replacement vehicle, the costs associated with the expert work and for compensation for lost profit.

**Fuelling:** In some countries you can refuel without using cash. If this is not possible, please pay cash in the relevant currency and send a copy of the receipt marked with your registration (license plate) number and the number of the leasing agreement, stating the current mileage not later than the fifth day of the following month to ALD Automotive.



## ADDITIONAL FITTINGS AND ADJUSTMENTS OF THE VEHICLE

Before you make any technical changes or install any accessories into the vehicle, please contact our technical department, and have these adjustments confirmed in

writing. Any modifications that you make without the consent of ALD Automotive are without any compensation automatically becoming a property of ALD Automotive.



Before returning the vehicle, remove any additional accessories that are not included in the lease contract and bring the vehicle to its original condition. When removing additional accessories, make sure that you do not da-

mage the vehicle in any way. If any additional equipment remains in the vehicle after its return, the ownership is automatically passed onto ALD Automotive.



## RETURNING THE VEHICLE, TERMINATION OF THE LEASE AGREEMENT

At the end of the lease period, please return the vehicle back to the ALD Automotive. Please, make an appointment for returning the vehicle, so as to avoid unnecessary waiting. You will participate in filling out the Vehicle handover protocol, which will also indicate the visual and technical condition of the vehicle. In this context, we ask that the vehicle is clean.

When returning the vehicle, don't forget to present the following documents:

- └ Vehicle registration certificate
- └ The vehicle operation and maintenance manual
- └ Service book
- └ Keys to the vehicle (including the production code)
- └ Mandatory vehicle equipment
- └ Certificate of the liability insurance
- └ International motor insurance card (green card),
- └ Fuel card
- └ Driver set
- └ Storage sheet or a set of tires including discs (if included in the contract).
- └ In case of failure to return the off-season tires with the vehicle, a fee will be charged in the amount of EUR 25.



## CONTACT INFORMATION / HOTLINE

**ALD Automotive Slovakia s. r. o.,**

Panónska cesta 47, 851 01 Bratislava – Petržalka

<b>ALD Assistance:</b>	<b>+421 220 602 022</b>
<b>Green line ALD:</b>	<b>+421 800 222 200, +421 232 222 200 (from abroad)</b>
<b>Customer care department:</b>	<b>+421 268 298 820</b>
<b>Technical department:</b>	<b>+421 268 298 810</b>
<b>Web address:</b>	<b><a href="http://www.aldautomotive.sk">www.aldautomotive.sk</a></b>
<b>E-mail address:</b>	<b><a href="mailto:infosk@aldautomotive.com">infosk@aldautomotive.com</a></b>

We are certain that you will enjoy using the vehicle. There may however emerge an issue, which you will need help with. Therefore, don't hesitate to contact our nonstop line.

**Hotline:** **+421 903 749 668**